

New England Telephone and Telegraph Company**3. Ordering of Service**
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.3	Service and Installation Intervals–Unbundled Network Elements–Links
A.	The following installation intervals apply to link requests that can be accommodated by the Telephone Company with existing facilities. Where facilities do not exist, the installation interval will be a negotiated interval.
1.	Analog Two Wire Links —Appointment per SMARTS. Quantities of 6 or greater will be provided on a negotiated interval subject to facilities availability.
2.	Digital (ISDN Capable) Two Wire Links —Appointment Per SMARTS. Quantities of 6 or greater will be provided on a negotiated interval subject to facilities availability.
3.	Digital (ADSL/HDSL Qualified) Two Wire Links —After pre-qualification is completed, the interval for 1–5 links is 6 business days and the interval for 6–9 links is 12 business days, subject to facilities availability. Quantities of 10 or greater will be provided on a negotiated interval subject to facilities availability.
4.	Analog Four Wire Links —7 Business Days or SMARTS whichever is greater. Quantities of 6 or greater will be provided on a negotiated interval subject to facilities availability.
5.	Digital (HDSL Qualified) Four Wire Links —After pre-qualification is completed, the interval for 1–5 links is 6 business days and the interval for 6–9 links is 12 business days, subject to facilities availability. Quantities of 10 or greater will be provided on a negotiated interval subject to facilities availability.
6.	Digital Designed Links —Upon completion of link qualification process and receipt of completed order for digital designed link, 15 business days for construction work, plus normal interval for underlying ADSL qualified, HDSL qualified or digital (ISDN capable) two wire link. This interval may be extended in cases of extraordinary spikes in demand, unforecasted demand, or extraordinary construction delays.
7.	Manual Loop Qualification —3 business days except in cases of extraordinary spikes in demand or unforecasted demand.
8.	Engineering Query —3 business days except in cases of extraordinary spikes in demand or unforecasted demand.
9.	Digital High Capacity
a.	1.5 Mbps —6 Business Days. Quantities of 10 or greater will be provided on a negotiated interval subject to facilities availability.
10.	Links Associated with Interim Number Portability (Hot Cut) —Analog two wire links—5 business days.

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- B.** SMARTS is a system that analyzes work required on an order and compares it to available work forces. Local supervisors input the work force availability on a daily basis in advance. The SMARTS clock fills up a day's schedule on a first in first out basis until 90% of available force is scheduled. The available force works both maintenance and installation. Network element orders are in the same queue as the Telephone Company's end users. Intervals can be as short as one day and, in most cases, less than five days.

3.2.4 Service and Installation Intervals—Unbundled Network Elements—Unbundled Local Switching

- A. Line Ports**—Translation activation after establishment of switch and wiring:
- 1. Analog Line Port**
 - a. 1–19 line ports per order—The interval is 2 business days
 - b. 20–100 line ports per order—The interval is 10 business days
 - c. 101 or more line ports per order—Negotiated interval
 - 2. Wiring to Bay or Hot Cut**—The interval is 5 business days
 - 3. Basic Rate ISDN Line Port**
 - a. 1–12 line ports per order—The interval is 8 business days
 - b. 13 or more line ports per order—Negotiated interval
 - 4. Primary Rate ISDN Line Port**
 - a. 1–3 ports per order—The interval is 20 business days
 - b. 4 or more ports per order—Negotiated interval
 - 5. DS1 DID/DOD/PBX Port Interface**
 - a. 1–3 ports per order—The interval is 20 business days
 - b. 4 or more ports per order—Negotiated interval
 - 6. Integrated Digital Loop Carrier**—Negotiated Interval
 - 7. Electronic Key Telephone Port**—Negotiated Interval
 - 8. Coin Telephone Port**
 - a. 1–19 line ports per order—The interval is 2 business days
 - b. 20–100 line ports per order—The interval is 10 business days
 - c. 101 or more line ports per order—Negotiated interval

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3.2.4 Service and Installation Intervals–Unbundled Network Elements–Unbundled Local Switching	
A.	(Continued)
9. Public Access Line Port	
a.	1–19 line ports per order–The interval is 2 business days
b.	20–100 line ports per order–The interval is 10 business days
c.	101 or more line ports per order–Negotiated interval
10. Feature Change to Line Port	
a.	Basic feature additions (call waiting, call forwarding, three-way calling) if order received by 3PM (EST)–Same business day interval
b.	Basic feature additions (call waiting, call forwarding, three-way calling) if order received after 3PM (EST)–Next business day interval
c.	Caller ID–The interval is 4 business days
d.	Suspend, block or restore–Same business day interval if order received by 3PM (EST). Next business day interval if order received after 3PM (EST).
e.	Disconnect-translation change/no dispatch–Same business day interval if order received by 3PM (EST). Next business day interval if order received after 3PM (EST).
B. Trunk Ports	
1.	For new trunk groups 1–240 trunks (1–10 DS1s)–The interval is 60 business days.
2.	For additions to existing trunk groups 1–96 trunks (1–4 DS1s)–The interval is 30 business days.
3.	Trunks in excess of the preceding quantities–Negotiated interval.

3.2.5 Service and Installation Intervals–Unbundled Network Elements–Unbundled Interoffice Transmission Facilities	
A. Dedicated IOF Transport	
1.	DS1 and DS3 —Subject to availability, for quantities of eight or less, the interval is 15 business days. For quantities more than eight, the interval is negotiated.
2.	OC-3 and OC-12 —Negotiated interval.
B. Dedicated Multiplexer	
1.	3/1 and 1/0 High Speed Channel —Subject to availability, for quantities of 8 or less, the interval is 15 business days. For quantities more than eight, the interval is negotiated.

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3.2.5	Service and Installation Intervals—Unbundled Network Elements—Unbundled Interoffice Transmission Facilities
B.	(Continued)
2.	3/1 and 1/0 Low Speed Channel on an Existing Multiplexer —Subject to availability, for quantities of eight or less, the interval is 15 business days. For quantities more than eight, the interval is negotiated.

3.2.6	Service and Installation Intervals—Unbundled Network Elements—Expanded Extended Link (EEL)
A.	The following installation intervals apply to EEL requests that can be accommodated by the Telephone Company with existing facilities. Where facilities do not exist, a negotiated interval will apply.
1.	Analog and Digital Two Wire Links
a.	1–10 Links With Existing DS1 or DS3 Interoffice Transport —6 business days.
b.	11 or More Links With Existing DS1 or DS3 Interoffice Transport —Negotiated interval.
c.	1–10 Links and 1–8 New DS1 or DS3 Interoffice Transport —21 business days (6 for loop and 15 for IOF).
d.	11 or More Links and 1–8 New DS1 or DS3 Interoffice Transport —Negotiated interval.
e.	1 or More Links and 9 or More New DS1 or DS3 Interoffice Transport —Negotiated interval.
2.	Analog Four Wire Links
a.	1–10 Links With Existing DS1 or DS3 Interoffice Transport —6 business days.
b.	11 or More Links With Existing DS1 or DS3 Interoffice Transport —Negotiated interval.
c.	1–10 Links and 1–8 New DS1 or DS3 Interoffice Transport —21 business days (6 for loop and 15 for IOF).
d.	11 or More Links and 1–8 New DS1 or DS3 Interoffice Transport —Negotiated interval.
e.	1 or More Links and 9 or More DS1 or DS3 Interoffice Transport —Negotiated interval.
3.	Digital High Capacity 1.5 Mbps
a.	1–9 Links and 1–8 Existing or New DS1 Interoffice Transport —15 business days.
b.	10 or More Links and 1–8 Existing or New DS1 Interoffice Transport —Negotiated interval.

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3.2.6 Service and Installation Intervals—Unbundled Network Elements—Expanded Extended Link (EEL)	
A. 3. (Continued)	
c.	1 or More Links and 9 or More Existing or New DS1 Interoffice Transport—Negotiated Interval.
d.	1–9 Links With Existing DS3 Interoffice Transport—18 business days.
e.	10 or More Links With Existing DS3 Interoffice Transport—Negotiated interval.
f.	1–9 Links and 1–8 New DS3 Interoffice Transport—33 business days (18 for loop and 15 for IOF)
g.	10 or More Links and 1–8 New DS3 Interoffice Transport—Negotiated interval.
h.	1 or More Links and 9 or More New DS3 Interoffice Transport—Negotiated interval.
4.	Conversion of Special Access Service to EEL—30 business days.

3.2.7 Service and Installation Intervals—Unbundled Network Elements—Line Sharing	
A. Line Sharing	
1.	1–9 Links—After pre-qualification is completed, the installation is 6 business days.
2.	10 or More Links—Negotiated interval.

3.2.8 Modification	
A. Expedited Order	
1.	When placing an order for which standard intervals exist, a CLEC may request a service date that is prior to the standard interval service date. A CLEC may also request an earlier service date on a pending standard or negotiated interval order. If the Telephone Company agrees to provide service on an expedited basis, expedited service order charges, expedited service connection-central office wiring, expedited service connection-other, and expedited manual intervention surcharges as set forth in Part A, Section 3.3 apply as appropriate. No more than 5% of a CLEC's orders per month will be expedited.
a.	A CLEC may request a waiver of the 5% threshold in case of emergency circumstances or unusual occurrences not reasonably foreseen or controlled by the CLEC. The Telephone Company shall have discretion to apply the waiver provision. A CLEC may appeal to the DTE if it believes that the Telephone Company has unreasonably denied its waiver request.

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3. Ordering of Service
3.2 Orders for Unbundled Network Elements (UNEs)

3.2.9 Cancellation	
A.	A CLEC may cancel an order for the installation of service at any time prior to notification by the Telephone Company that service is available for the CLEC's use or prior to the service date, whichever is later. The cancellation date is the date the Telephone Company receives written or verbal notice from the CLEC that the order is to be cancelled. The verbal notice must be followed by written confirmation within 10 days.
B.	Regulations, rates and charges as set forth in Section 3.3 apply as appropriate.

New England Telephone and Telegraph Company**3. Ordering of Service**
3.3 Nonrecurring Charges (NRCs)

3.3.1 General	
A.	NRCs are designed to recover the one-time expense incurred by the Telephone Company in provisioning its services. The application of NRCs are contained in each tariff section wherein the specific services are identified.
B.	Service orders must comply with the service order provisions contained in Part A, Section 3.1.1 and Section 3.2.1 of this tariff.

3.3.2 Description	
A.	Unless otherwise stated in the individual tariff section wherein the specific services are identified, the NRCs which commonly apply to services are as set forth herein. In addition to the following NRCs, other NRCs may apply.
1.	Service Order Charge —Applies for each order for service that is submitted to the Telephone Company. Expedited order charges apply in accordance with the provisions contained in Section 3.2.6.
2.	Manual Intervention Surcharges —Apply when the electronic ordering system is not used to place an order for services. Charges apply in addition to the service order and service connection-other charges. Expedited order charges apply in accordance with the provisions contained in Section 3.2.6.
3.	Service Connection-Central Office Wiring —This charge which recovers the cost of performing the central office wiring, applies for each service installed. Expedited charges apply in accordance with the provisions contained in Section 3.2.6.
4.	Service Connection-Other —This charge, which recovers the cost of provisioning the service order (other than the central office wiring costs), applies for each service installed. Expedited charges apply in accordance with the provisions contained in Section 3.2.6.
5.	Dispatch Out of Hours —An out of hours dispatch charge will apply per hour when a technician is dispatched during hours not sequential to that technician's normal scheduled tour of duty. This charge has a four hour minimum and any charges thereafter are based on thirty minute increments.
6.	Installation Dispatch Out —Applies when a technician is dispatched to install a link. This charge applies per location dispatched per occasion.
7.	Customer Not Ready-In Charge —Applies when Telephone Company personnel are deployed to work with a customer on a service request at a Telephone Company location according to a pre-negotiated schedule and the customer is not available or ready for the scheduled appointment.
8.	Customer Not Ready-Out Charge —Applies when a Telephone Company technician is deployed to a non-Telephone Company premises and either the technician cannot gain access to the premises, the CLEC is not ready, or a reported trouble is not with the Telephone Company's service.

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3.3 Nonrecurring Charges (NRCs)

3.3.2	Description
A.	(Continued)
9.	Customer Misdirect-In Charge —Applies when Telephone Company technician is physically dispatched and the trouble is not as specified by the CLEC. This charge will apply when the technician is dispatched to the central office. This charge provides for costs associated with the coordination bureau and work performed on the central office frame.
10.	Customer Misdirect-Out Charge —Applies when Telephone Company technician is physically dispatched and the trouble is not as specified by the CLEC. This charge will apply when the technician is dispatched to the customer's premises. This charge provides for costs associated with the coordination bureau and the costs associated with field repair, including technician travel and work time.

3.3.3	Modification of Service Intervals
A.	Expedited Order
1.	When placing an order for an unbundled network element for which standard intervals exist, a CLEC may request a service date that is prior to the standard interval service date. A CLEC may also request an earlier service date on a pending standard or negotiated interval service order. If the Telephone Company agrees to provide service on an expedited basis, expedited order charges will apply. If the CLEC requests an installation outside of normally scheduled work hours and the Telephone Company agrees to this request, expedite charges will apply.
a.	Where expedite charges exist, the expedite charges will apply in lieu of the normal service order, manual intervention surcharge, service connection-central office wiring and service connection-other charges which would otherwise apply. Where expedite charges do not exist, standard charges apply.
2.	If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, then the standard charges will apply unless the missed service date was caused by the CLEC, the CLEC's customer, his agent or patron in which case the expedited charges would still apply.
3.	If additional costs other than any applicable additional labor are to be incurred when a service date on an unbundled network element order is expedited, the Telephone Company will develop and quote such costs to the CLEC, obtain CLEC authorization and bill the CLEC.
4.	The request for an earlier service date may be received from the CLEC prior to the issuance of an UNE order, or after the UNE order has been issued but prior to the service date.
5.	In the event that the Telephone Company provides service on an expedited basis by CLEC request and the CLEC delays service, an additional service date change charge will be applied.

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3.3 Nonrecurring Charges (NRCs)

3.3.3 Modification of Service Intervals	
A.	(Continued)
6.	In the event that the CLEC cancels an expedite request, the expedited order charges will form the basis of determining cancellation charges.
7.	Expedited order charges will not be applied to orders expedited for Telephone Company reasons.
8.	The Telephone Company maintains the exclusive right to accept or deny the request to expedite. If upon reviewing availability of equipment and scheduled work load, the Telephone Company agrees to provide service on an expedited basis and the CLEC accepts this proposal, expedite charges will apply. No more than 5% of a CLEC's orders per month will be expedited.

3.3.4 Cancellation	
A.	The full NRCs for the service apply in connection with all cancelled CLEC orders.
B.	If the Telephone Company misses a service date for a standard or negotiated interval order by more than thirty days, due to circumstances such as acts of God, governmental requirements, work stoppages, year 2000 anomalies, and civil commotions, the CLEC may cancel the service order without incurring cancellation charges.
C.	The cancel date is the date the Telephone Company receives notice (either written, or verbal and written), from the TC that the order is to be cancelled. Verbal notice must be followed by written confirmation within ten days.

3.3.5 Modification	
A.	An order may be modified by the CLEC at any time prior to notification by the Telephone Company that service is available for the CLEC's use or prior to the service date, whichever is later. When modifications are undertaken, the Telephone Company shall specify if, in order to complete the requested modifications with the normal work force assigned to complete such an order in normal work hours, the service date will be changed. Charges are applicable for order modifications and will apply on a per occurrence basis (unless otherwise stated herein).

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3.3 Nonrecurring Charges (NRCs)

3.3.5	Modification
B.	<p>Service Date Change</p> <ol style="list-style-type: none"> Service dates for the installation of new service or rearrangements of existing service may be changed, but the new service date may not exceed the original service date by more than 30 calendar days. When, for any reason, the CLEC indicates that service cannot be accepted for a period not to exceed 30 calendar days, and the Telephone Company accordingly delays the start of service, a service date change charge will apply. If the CLEC is unwilling to accept completion of an order for network elements within 30 days of the original service date, the order will be cancelled as of day 31 and cancellation charges will apply. For switched interconnection service and directory assistance, if the CLEC indicates that service still cannot be accepted on the revised service date, the CLEC must extend the service date for a period not to exceed 30 calendar days from the revised service date or cancel the order. In no case shall the total delay in the start of service exceed 60 calendar days from the original service date, or the order will be cancelled by the Telephone Company and reissued with the appropriate cancellation charges applied. A new service date may be established that is prior to the original standard or negotiated interval service date if the Telephone Company determines it can accommodate the CLEC's request without delaying service dates for orders of other CLECs. If the service date is changed to an earlier date, the CLEC will be notified by the Telephone Company that expedited order charges will apply in addition to the service date change charge.
C.	<p>Design Change</p> <ol style="list-style-type: none"> The CLEC may request a design change to the service ordered. A design change is any change to an order which requires engineering review. Design changes do not include a change of customer premises, end user premises, or end office switch. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied. An engineering review is a review by Telephone Company personnel of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the CLEC. Design changes include such things as the addition or deletion of optional features or functions or a change in the type of transport termination. The Telephone Company will review the requested change and notify the CLEC whether the change is a design change, whether it can be accommodated and whether a new service date is required. If the CLEC authorizes the Telephone Company to proceed with the design change, a design change charge will apply. If a change of service date is required, the service date change charge will also apply. The design change charge will apply on a per order per occurrence basis, for each order requiring a design change.

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3.3.5	Modification
D.	Service Rearrangements are changes to existing services installed which do not result in a change in the physical location of the point of termination at the customer's premises. Such changes are treated as discontinuances of existing service and installations of new service. Application of service rearrangement charges are specified in Part C, Section 1.
E.	Moves —A move involves a change in the physical location of the point of interface at the CLEC's premises where the CLEC purchases direct trunked transport from the Telephone Company (under DTE MA. No. 15), or a change in the CLEC's point of termination. The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.
F.	<p>Record Changes—The Record Change Charge, Loop Information Request Charge, Design Change Charge, and Data Entry Search Charge apply to certain transactions which could be conducted through the automated interfaces described in this section, but which the TC chooses to conduct in some other way. The Record Change Charge applies to TC requests for changes in their own customer records, such as the following changes.</p> <ol style="list-style-type: none"> 1. Change of agency authorization 2. Change of carrier name 3. Change of carrier location address when the change of address is not a result of a physical relocation of equipment 4. Change in billing data (name, address, contact name or telephone number) 5. Change of carrier circuit identification 6. Change of billing account number 7. Similar changes to the carrier's billing and service records. a. One Record Change Charge is applied for each request for such a change. Only one such charge will be imposed if multiple record changes (e.g., a TC name change and an address change) are requested at one time. 8. Change of CLEC test line number
G.	Data Entry Search —A charge applies where a TC requests the Telephone Company to enter certain data that could have been entered by the TC through the interfaces described in this section. The charge is computed per fifteen minute interval of time required for implementation of the request.